Dear Smoker,

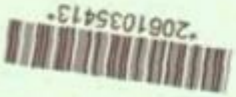
We'd like to thank you for bringing to our attention the fact that you didn't receive your 5 free packs of Marlboro. The phone call was greatly appreciated.

Please accept our apology for this and any further problems it may have caused. We have enclosed a coupon for 5 free packs of Marlboro, good on any style Marlboro and 25 Marlboro Adventure Team bonus miles.

Once again, we appreciate you taking the time to let us know of this problem. Hopefully, this reply will give you some satisfaction. We know the Marlboro will.

ADVENTURE TEAM

Marlboro



Source: https://www.industrydocuments.ucsf.edu/docs/qfmp0003